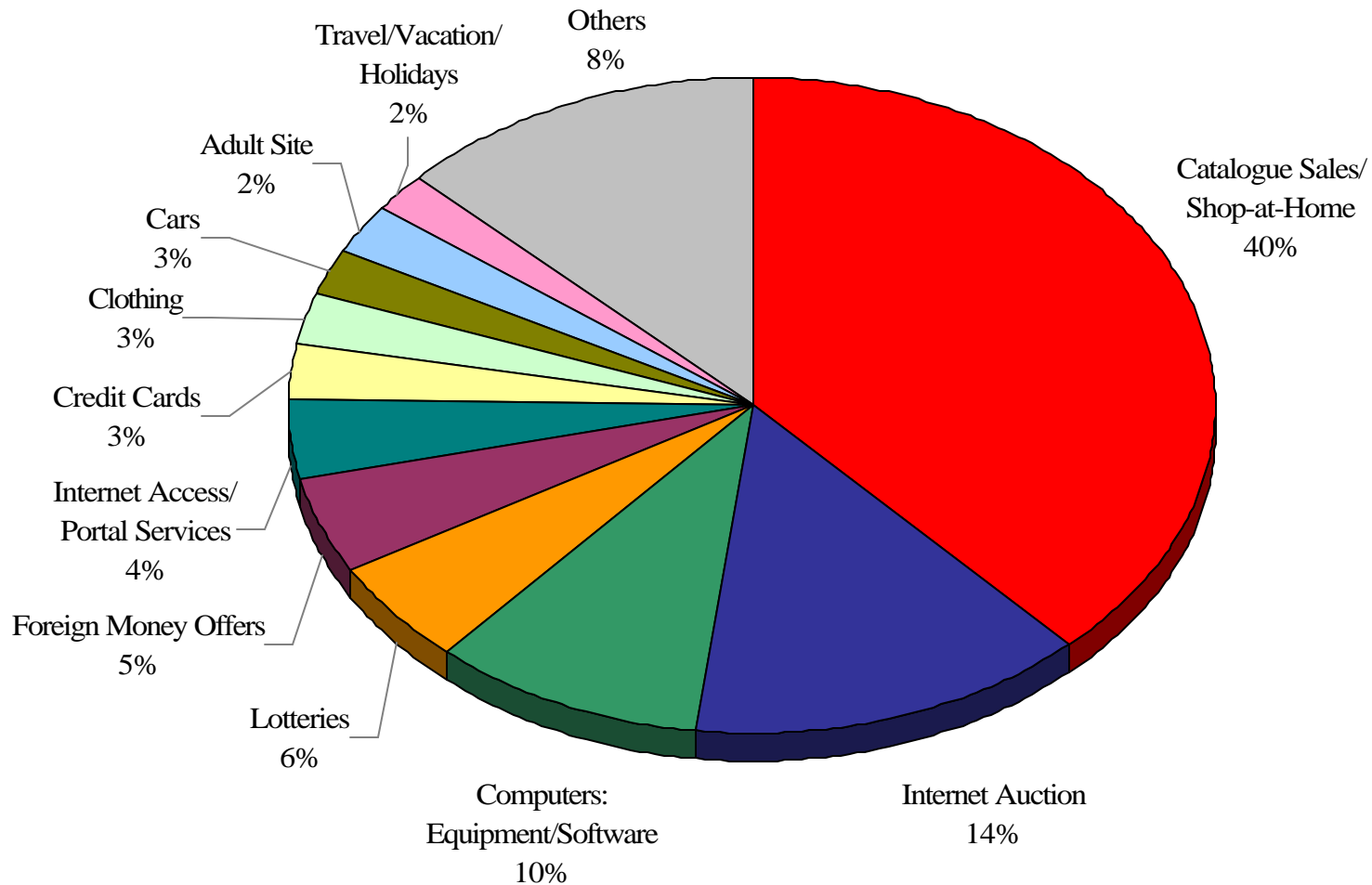




Econsumer Complaints
Top Products or Services by Complaint Count¹
January 1 – December 31, 2003

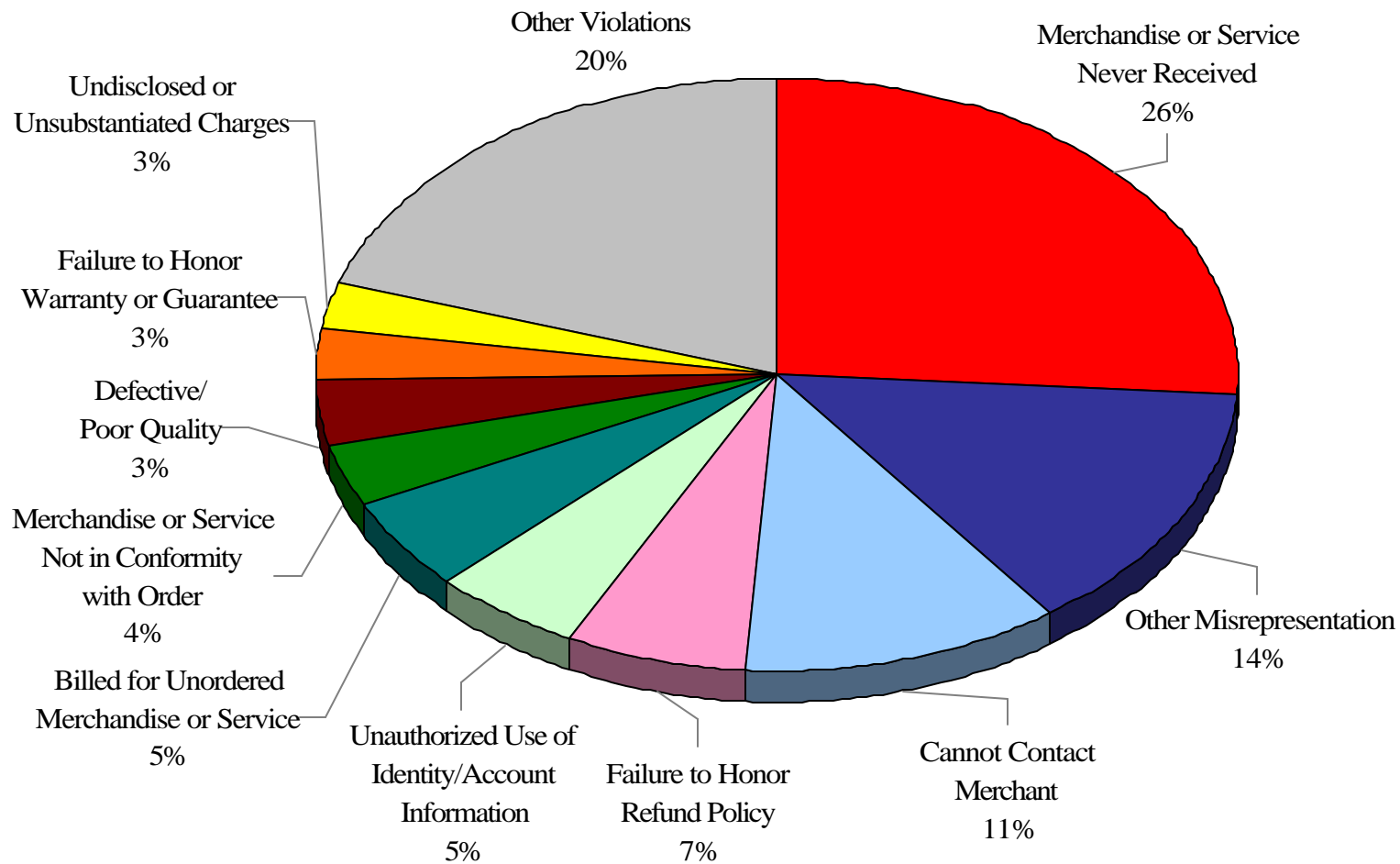


¹Percentages are based on the 5,263 econsumer complaints received from January 1 to December 31, 2003.



Econsumer Complaints Top Violations¹

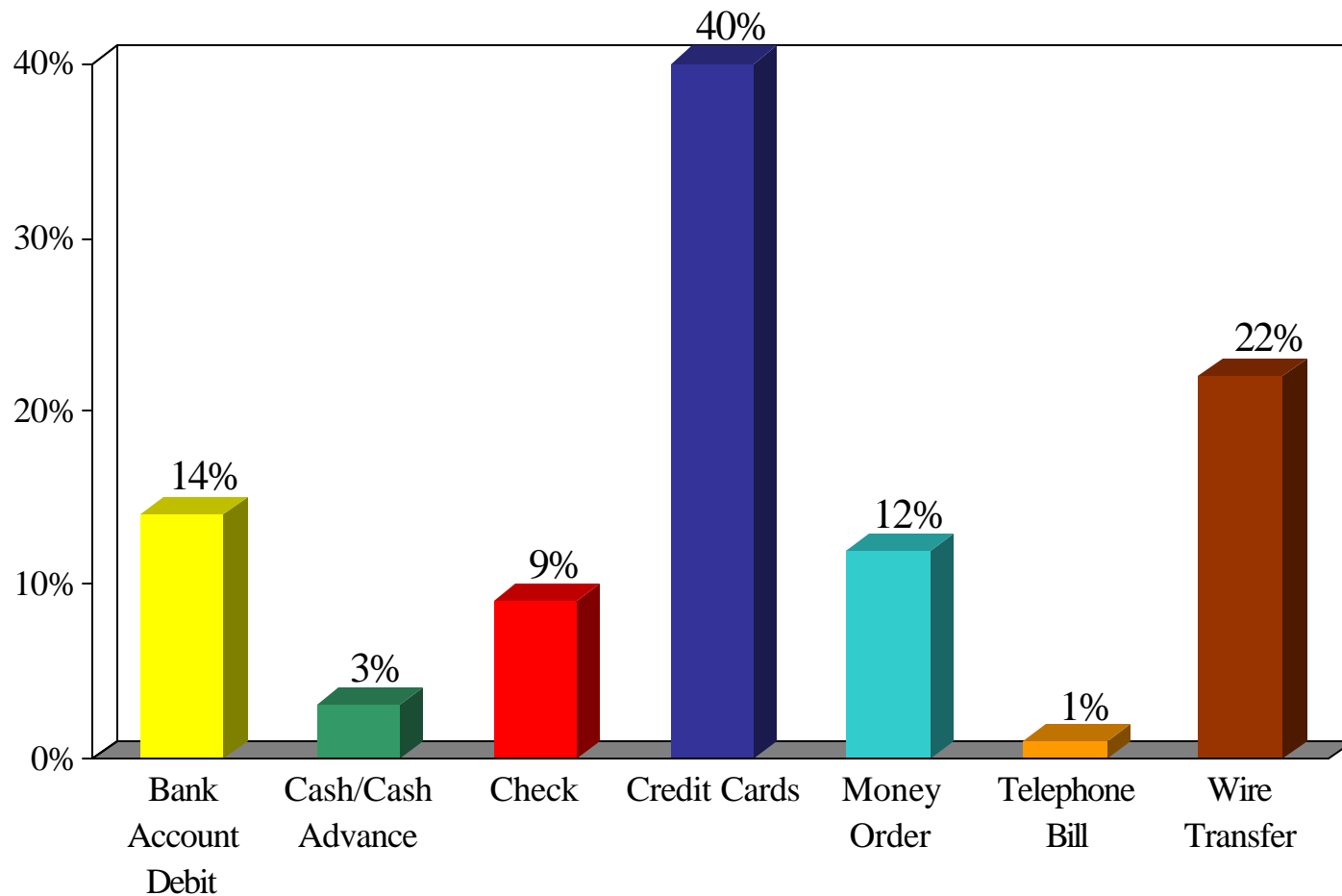
January 1 – December 31, 2003



¹Percentages are based on the 7,459 econsumer law violations reported from January 1 to December 31, 2003.
One complaint may have multiple law violations.



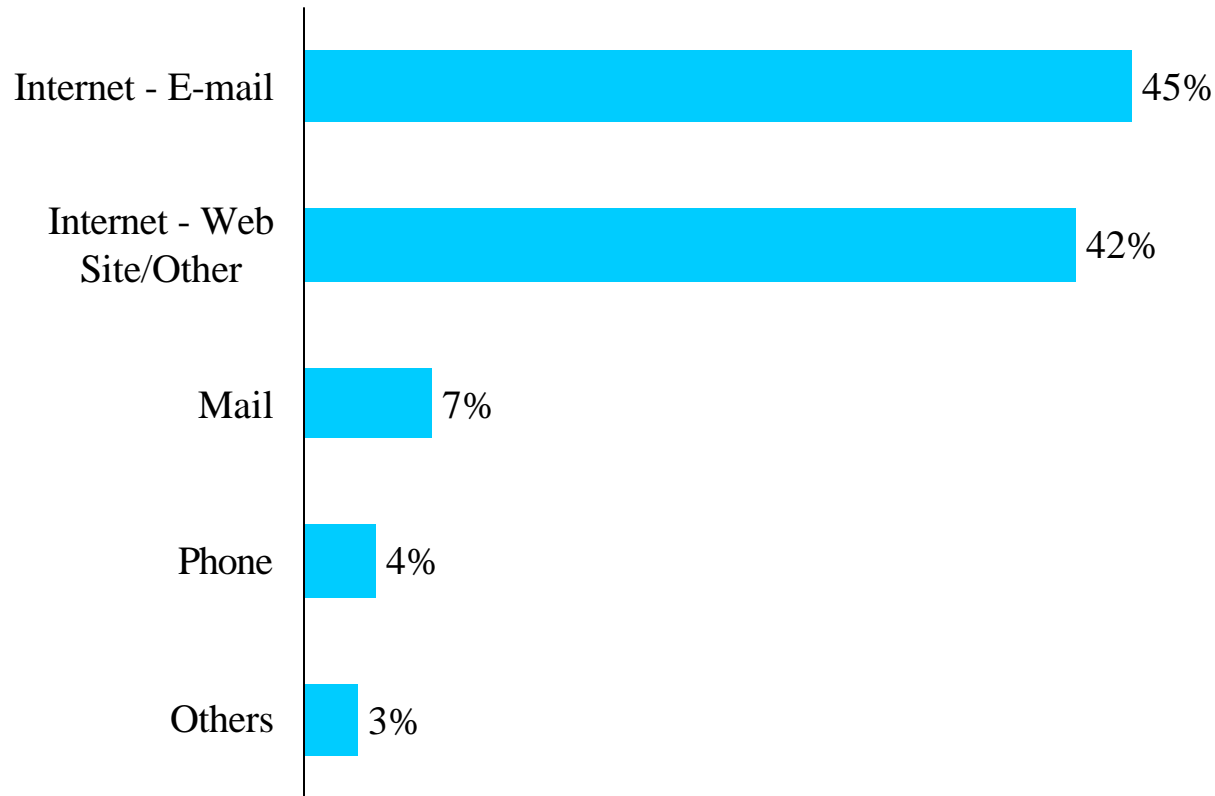
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – December 31, 2003



¹Percentages are based on the 3,312 econsumer complaints from January 1 to December 31, 2003, where method of payment was reported by consumers. 63% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – December 31, 2003



¹Percentages are based on the 4,667 econsumer complaints from January 1 to December 31, 2003 where company's method of initial contact was reported by consumers. 89% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – December 31, 2003

Top Consumer Locations	Complaints
United States	3,649
United Kingdom	189
Canada	142
Australia	135
Mexico	45
France	34
Germany	32
India	32
Hong Kong	31
Belgium	30

Top Company Locations	Complaints
United States	1,323
United Kingdom	432
Canada	233
Spain	192
Nigeria	190
Netherlands	158
Germany	102
Italy	101
South Africa	92
Australia	84